

**MCO Coverage for EI Translation/Interpreter Services – August 25, 2017**

<b>MCO</b>	<b>Languages for Which Interpreter Services are Provided</b>	<b>Are interpreter service provided face to face or via phone?</b>	<b>Are interpreter services covered in homes or natural environments during EI Sessions?</b>	<b>Advance Notice Required for Interpreter Services</b>	<b>Is there a limit to the number of sessions for which interpreter services will be provided?</b>	<b>Does your MCO provider written translation of assessment or IFSP documents?</b>
<b>Aetna Better Health of Virginia</b>	All Languages	Via Phone	Yes, Via Phone	Prefer 24 hours	As needed for the member	No
<b>Anthem Health keepsers CCC Plus</b>	All Languages	Both face to face and telephonic interpreter services are available for Anthem coordinated services.	Yes	Face to face requires 5 day notice but only up to 1 month in advance, 24 hour notice required for acute care	No limit	Yes
<b>Magellan Complete Care of Virginia</b>	Oral translation services are offered by calling 1-800-424-4524, TTY: 711. Interpreter services offered include: Spanish, Korean, Vietnamese, Chinese, Arabic, Tagalog, Farsi, Amharic, Urdu, French, Russian, Hindi, German, Bengali and Basa.	Via Phone	Yes	Members and providers can call at any time during business hours for interpreter services.	No limit	Yes

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<b>Optima Health Community Care</b>	Language Services are available for all interpreter needs 24 hours per day	Via Phone	Yes	24 hours if at all possible	No, it is based on the member needs	No
<b>United Health Care</b>	All major languages, 160 plus, can be accessed immediately, 24 hours every day, through a language line and some via Video interpretation. If it is a less known language (other than the 160 languages) arrangements can be made for translation. Hearing impaired services are also available to members.	Phone and some video interpreters. There is onsite in some regions but the standard is telephonic.	Yes	Immediate via language line if one of typical languages otherwise it is arranged.	No limit	Yes

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<b>Virginia Premier Health Plan</b>	There are more than 240 languages available, as well as American Sign Language through video chat.	Interpreter services are provided telephonically, through skype with the Virginia Premier representative or Care Coordinator or, if needed, may be provided in person. The assigned Care Coordinator can set up these services if needed.	Yes	Telephonic interpretation services can be provided immediately or on demand through the Care Coordinator. Scheduling in person interpreter services can be coordinated with the Care Coordinator. The Care Coordinator will first check with the provider to inquire about interpretation services. If interpretation services are not available, he/she will coordinate the referral of these services	No limit	No but the Care Coordinator will review documents utilizing the translation/ interpreter services